



Delaware Works is more than just a slogan... It's a commitment!

We are pleased and proud to offer this Annual Report for the July 1, 2000 – June 30, 2001 Program Year of Delaware's Workforce Investment Board. During the early years of planning for the change from Job Training Partnership Act (JTPA), we were actively involved in preparing Delaware's Workforce Development initiatives. We launched Delaware's Workforce Development Council to begin working more closely with businesses to ensure that we were meeting their needs, as well as reaching out to the various state agencies who help citizens overcome barriers to self and family sufficiency. The subsequent enactment of the federal Workforce Investment Act required that we replace the Private Industry Council and Workforce Development Council with Delaware's Workforce Investment Board. This board maintains a majority membership from the private sector to ensure that we never lose sight of the needs of our business community.

In addition, we are proud to report that our Workforce Investment Board maintains the active participation of five Cabinet Secretaries representing the DE Economic Development Office, Dept. of Education, Dept. of Health & Social Services, Dept. of Housing, and Dept. of Labor.

We enjoy strong support from Delaware Technical & Community College (DTCC), a statewide system with four campuses. The Institute of Higher Education, University of Florida and the National Council of Instructional Administrators named DTCC Community College of the Year in 1999, and the 2000 Bellwether Winner in Instructional Programs & Services Category. Our state and local board is fortunate to include Delaware Tech President, Orlando George, Jr., Ed.D, who was recently named 2000 Pacesetter of the Year for District 1 by the National Council for Marketing and Public Relations.

Delaware's Workforce Investment Board has developed strong partnerships with the Delaware State Chamber of Commerce and Job Corps, which will be constructing a new site in Wilmington, Delaware, an Enterprise Community Zone.

As you can see, there are many exciting initiatives going on throughout our state. Delaware's Workforce Investment Board is working hard to ensure that the groundwork is laid for future business opportunities, retaining existing desirable businesses, and offering a hand-up to our citizens who are unemployed or under-employed.

We have the privilege of witnessing first hand the good work of thousands of people throughout our community who assist in this effort, including teachers, administrators, community and faith-based organizations, government and business leaders. Although the Annual Report is a formal document, we wanted to take this opportunity to thank everyone who gives their professional expertise and their hearts to Delaware's Workforce Development effort.



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Category	Available	Expended	Percent	Balance
Total All Funds	\$8,187,286	\$6,452,962	79.0%	\$1,734,324
Adult Program Funds	\$2,456,039	\$2,152,418	88.0%	\$303,621
Carry in (non add)	\$643,705	\$643,705	100.0%	\$0
Dislocated Worker Program Funds	\$1,717,402	\$1,445,670	84.0%	\$271,732
Carry in (non add)	\$470,438	\$470,438	100.0%	\$0
Youth Program Funds	\$2,257,083	\$1,767,574	78.0%	\$489,509
Carry In (non add)	\$377,434	\$377,434	100.0%	\$0
Out-of-School Youth (non add)	\$677,125	\$460,932	68.0%	\$216,193
In-School Youth (non add)	\$1,157,119	\$883,803	76.0%	\$273,316
Summer Employment Opportunities (non add)	\$422,839	\$422,839	100.0%	\$0
Local Administrative Funds	\$613,970	\$343,031	56.0%	\$270,939
Carry in (non add)	\$65,198	\$65,198	100.0%	\$0
Rapid Response Funds	\$30,000	\$26,791	89.0%	\$3,209
Carry in (non add)	\$727	\$727	100.0%	\$0
Statewide Activity Funds	\$1,112,792	\$717,478	64.0%	\$395,314
Carry in (non add)	\$139,206	\$139,206	100.0%	\$0

Cost Effectiveness		
Categories	C-E Ratio	
Adult Program	.60-1	Adult Earnings change for each WIA dollar expended
Dislocated Worker Program	1.35-1	Total Dislocated Worker earnings for each WIA dollar expended
Older Youth Program	.92-1	Older Youth earnings change for each WIA dollar expended



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Core and Intensive services are available to all Delaware citizens through our One-Stop Career Centers and through our Internet-based virtual career network at [www.vcnet.net](http://www.vcnet.net). The One-Stop Career Centers are located at each of the four Department of Labor sites throughout Delaware and were funded through Program Year 2000 with **\$1,891,811** in Wagner-Peyser funds.

**Cost -Effectiveness ratios**

This effort is a first cut at utilizing Cost-Effectiveness analysis. Initially it analyzes only the benefit of the WIA service when other services are not provided or resources expended. It is expected that as we develop this area of analysis, we will refine the method for calculating these rates.

**Assumptions:**

- The data provided on the performance standards does provide sufficient information to begin this process
- Internal reports that support the Federal financial reports, but which are in a slightly different format, are the best source of data on available funds and expenditures
- Earnings and other performance captured as part of the Federal reporting process on a 6 month basis can be extrapolated to reflect 12 month performance.

**Cost-Effectiveness Measures**

- Adult Earnings change for each WIA dollar expended
- Older Youth earnings change for each WIA dollar expended\*
- Total Dislocated Worker earnings for each WIA dollar expended

\* No overall youth cost effectiveness measure could be computed at this time because not all the necessary information is available.

Delaware ETA #10005		Total Participants Served	Adults	496	
Program Activity	Total Federal W.I.A. Spending		Dislocated Workers	192	
				Older Youth	209
				Younger Youth	1,043
Adults	\$2,456,039	Total Exitters	Adults	328	
Dislocated Workers	\$1,717,403		Dislocated Workers	168	
Youth	\$2,196,968		Older Youth	36	
Rapid Response	\$30,000		Younger Youth	41	
Statewide Required Activities	\$927,032		Negotiated Performance Level		Actual Performance Level
<b>TOTAL W.I.A. Funds</b>	<b>\$7,327,442</b>				
Wagner Peyser Funds	\$1,891,811				
Customer Satisfaction		Program Participants - 12 months	68.0%	81.6%	
		Employers - 12 months	66.0	62.2	
Entered Employment Rate <small>Employment data is unavailable for federal, military, non-profit and out-of-state employees</small>		Adults - 12 months	68.0	65.2	
		Dislocated Workers - 12 months	71.0	60.4	
		Older Youth - 12 months	59.0	83.1	
Retention <small>12 month data not yet available due to reporting Lag of Unemployment Insurance Wage Data</small>		Adults - 9 months	78.0	73.3	
		Dislocated Workers - 9 months	83.0	76.0	
		Older Youth - 9 months	71.0	72.4	
		Younger Youth - 9 months	54.0	62.4	
Earnings Change/Earnings Replacement in Six Months <small>12 month data not yet available due to lag of Unemployment Insurance Wage Data</small>		Adults - 9 months	3,700	1,989	
		Dislocated Workers - 9 months	92.0	91.9	
		Older Youth - 9 months	3,150	2,777	
Credential/Diploma Rate		Adults - 12 months	60.0	53.8	
		Dislocated Workers -12 months	60.0	81.7	
		Older Youth - 12 months	50.0	27.2	
		Younger Youth - 12 months	55.0	56.1	
Skill Attainment Rate <small>Contracted Provider Data has not been compiled</small>		Younger Youth Adjustment to be submitted by 01/01/02	72.0	Not Available	
Description of Other State Indicators of Performance		N/A			
Overall Status of Delaware's Performance		NOT MEASURED	NOT MET	MET	EXCEEDED
		1	9	1	6



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**John McMahon**  
**Delaware Contractors Association**  
**Chairman of the Board, DE Workforce Investment Board**

"I am honored to serve as the newly appointed Chairman of DE's Workforce Investment Board. We enjoy a strong commitment from the Governor and Lt. Governor, their administration, as well as the DE Legislature and various trades, community and faith based organizations and educational institutions. I am humbled by the great contributions of Fred Sears, our immediate past Chair. Although it would be difficult to fill his shoes, I am committed to working with Delaware's Workforce Development leaders to ensure a brighter, stronger future for Delaware and my fellow citizens. Please recognize that the summary report, as well as the attached detail, will be updated when the additional data becomes available. There are national efforts to establish a clearinghouse for participants who find employment through the federal government, military, non-profit agencies, and out-of state. Delaware is quite proud of our efforts during this beta year of W.I.A. and fully expect improvement in Performance Levels when the additional data is available for analysis."



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**Suzanne Moore, President**  
**Delaware State Chamber of Commerce**

"Workforce Development is the most important issue facing Delaware businesses today! The State Chamber of Commerce believes in the power of public/private partnerships."

**Orlando George, Ed.D, President**  
**Delaware Technical & Community College**

"Delaware citizens are best served by public/private partnerships that focus on the needs of business as well as the needs of the people."



**Fred Sears, President**  
**Commerce Bank - DE**  
**Immediate Past Chairman of the Board**  
**DE Workforce Investment Board**

"Thank you for the privilege of serving my State and my community during such a dynamic period in workforce development. The Workforce Investment Act of 1998 was a major change in federal employment training programs and required formation of new allegiances. Delaware embraced the change and illustrated our cohesive commitment to growth and opportunity. Delaware was one of only a handful of states that could coordinate and implement the plan to allocate almost 100% of available funds during the first full year of implementation. Many states could not spend 10% of their funds during the first year. Thank you for working together for the good of the people we serve. I look forward to working with Governor Minner, Lt. Gov. Carney, Chairman John McMahon and the other members of D.W.I.B. to ensure continuous, seamless help toward self-sufficiency for our citizens."



**Patricia Creedon, President**  
**Creedon Controls**  
**Chair of R.O.A.R. Committee**  
**Electrical Contractor**

"Delaware's Workforce Investment Board is poised to make a significant impact on women and minorities in the construction trades, as well as other industries that offer family sustaining wages."



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Judy Cherry, Director  
InfoSystems, Inc.

Chair, Performance Measures and Customer Satisfaction Committee

"Our success in developing a labor force with technical expertise will be reflected in our economic future. Today's business community requires Information Technology professionals who understand wireless technology and programming."

Duane Wayman, President  
Wayman Fire Protection

Chair, Proposal Review & Certification Committee

"Our fiduciary responsibility combined with a strong, personal commitment to the citizens of Delaware, keeps Delaware's Workforce Investment Board on the right track to ensure quality training opportunities that will lead to local employment and family sufficiency."



Valerie Woodruff, Secretary of Education

"We are committed to working closely with the Youth Council and Delaware's Workforce Investment Board to help meet the educational, vocational and social skills in our schools, as well as our Adult Education divisions. We will not give up!"



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It is as proud Americans and proud Delawareans that we assume the responsibility of lifting one another up – through national and personal crisis. We have known strong economic times. We will know difficult economic times. Regardless of the trends we are committed to helping our fellow citizens and Delaware's business community. We firmly believe that public/private partnerships will be the key to our continued success in meeting labor market demands for the new economy and helping dislocated workers find new hope.

We welcome you to join us in our mission!

Sincerely,

Governor Ruth Ann Minner

Lt. Governor John C. Carney, Jr.

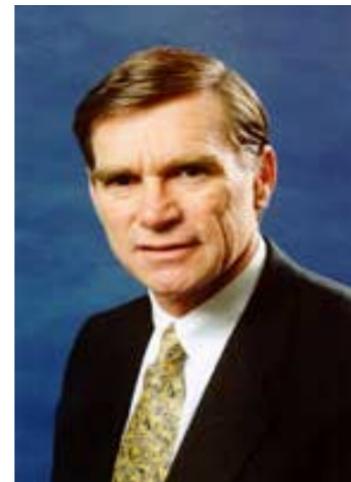




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**Sandra Johnson, Secretary  
Delaware State Housing Authority**

"We are committed to working with D.W.I.B. in employment training programs for our residents to help them move toward self-sufficiency that may include home ownership and perhaps, an entrepreneurial venture."



**John Wik, Secretary  
Delaware Economic Development Office**  
Secretary Wik's goals for Delaware are to:

Support and strengthen the following traditional industry segments:

Automotive, Agriculture, Banking and Finance, Pharmaceuticals, and Small Businesses.

Enhance the diversification of Delaware's economic base with an emphasis on the following industry sectors:

Information Technology, Biotechnology, and Agricultural Products and Services.

**Vincent P. Meconi, Secretary  
Delaware Department of Health & Social Services** "We encourage Citizens of Delaware to call the Delaware Helpline, 1-800-464-HELP for available services. In addition, we work closely with D.W.I.B. in the Division of Aging and Social Services Division to coordinate employment training programs.



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### Members of the Board

Desmond Baker  
Endecon, Inc.

Mayor James Baker  
City of Wilmington

Julian "Pete" Booker  
Delmarva Broadcasting

Jeffrey Bross  
Duffield Associates

Edward Capadano  
Assoc. Builders & Contractors

Judy Cherry  
InfoSystems, Inc.

Alice Coleman  
Health & Social Svcs.

Patricia Creedon  
Creedon Controls

Cliff Crouch  
Kent-Sussex Industries

Ernest Dianastasis  
CAI

Patricia DiEmidio  
New Castle County

Anthony Felicia  
Astra Zeneca

Bruce Fitzgerald  
DuPont

Orlando George  
Delaware Technical & Community College

David Gibson  
Wilmington Trust Co.

Linda Graham  
Sheraton Inn Dover

Hon. Sandra Johnson  
State Housing Authority

Julio Juan  
Templeo USA

Samuel Lathem  
Daimler Chrysler

Joseph Letnauchyn  
DE Healthcare Assoc.

Rep. Vincent Lofink  
State of Delaware

Senator Robert Marshall  
State of Delaware

William McCloskey  
DE Bldg. Trades Council

Robert McLeod  
Kent County Levy Court

John McMahan  
DE Contractors Assoc.

Hon. Vincent Meconi  
Health & Social Svcs.

Hon. Ruth Ann Minner  
Governor State of DE

Suzanne Moore  
DE State Chamber of Commerce

Frank Mossman  
I.L.C. Dover

Ronald Neal  
I.L.C. Dover

Mildred Ofosu  
Delaware State University

Nello Paoli  
AFL-CIO DE

Michael Ratchford  
Conectiv

Sandra Reyes  
Administrative Services

Kathy Roberts  
Discover Bank

Fred Sears  
Commerce Bank – DE

Paul Seitz  
Cross County Bank

Deborah Singletary  
Delmarva Rural Ministries

Douglas Smith  
Verizon

Dianne Sole  
Polytech

Hon. Harold Stafford  
Dept. of Labor

David Tanner  
Mountaire Farms

Patricia Troy  
Advanced Staffing

Duane Wayman  
Wayman Fire Protection

Hon. John Wik  
Economic Development

Rep. Dennis Williams  
State of Delaware

Senator Dallas Winslow  
State of Delaware

Hon. Valerie Woodruff  
Dept. of Education



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TABLE A – Workforce Investment Act Customer Satisfaction Results						
CUSTOMER SATISFACTION	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Customers Surveyed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
PROGRAM PARTICIPANTS	68.8	81.6	205	573	300	68.3
EMPLOYERS	66.0	62.2	59	91	91	64.8

Table B ADULT PROGRAM RESULTS AT A GLANCE	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
ENTERED EMPLOYMENT RATE 10/99 – 9/00 (12 mos.)	68.0	65.2	Numerator: 268 Denominator: 411
EMPLOYMENT RETENTION RATE 10/99 – 6/00 (9 mos.)	78.0	73.3	Numerator: 236 Denominator: 322
EARNINGS CHANGE IN SIX MONTHS 10/99 – 6/00 (9 mos.)	\$3,700	\$1,989	Numerator: 640,614 Denominator: 322
CREDENTIAL RATE 10/99 – 9/00 (12 mos.)	60.0	53.8	Numerator: 234 Denominator: 435

Table C: Outcomes for Adult Special Populations								
REPORTED INFORMATION	PUBLIC ASSISTANCE		VETERANS		INDIVIDUALS WITH DISABILITIES		Older Individuals	
ENTERED EMPLOYMENT RATE	64.18	NUM: 86 DEN: 134	68.42	NUM: 26 DEN: 38	55.0	NUM: 22 DEN: 40	53.13	NUM: 17 DEN: 32
EMPLOYMENT RETENTION RATE	76.64	NUM: 82 DEN: 107	79.41	NUM: 27 DEN: 34	77.78	NUM: 21 DEN: 27	80.0	NUM: 16 DEN: 20
EARNINGS CHANGE IN SIX MONTHS	1270.40	NUM: 135933 DEN: 107	2127.91	NUM: 72349 DEN: 34	2586.33	NUM: 69831 DEN: 27	2051.05	NUM: 41021 DEN: 20
CREDENTIAL RATE	50.0	NUM: 75 DEN: 150	47.37	NUM: 18 DEN: 38	38.10	NUM: 16 DEN: 42	37.5	NUM: 3 DEN: 8

Table D: Other Outcome Information for the Adult Program				
REPORTED INFORMATION	Individuals Who Received Training Services		Individuals Who Received Only Core & Intensive Services	
ENTERED EMPLOYMENT RATE 10/99 – 9/00 (12 months)	65.2	NUM: 268 DEN: 411	CORE & INTENSIVE SERVICES ARE PROVIDED BY WAGNER-PEYSER AND STATE FUNDS PER ONE-STOP PARTNER M.O.U. THESE SERVICES OCCUR PRIOR TO REGISTRATION;	NUM: DEN:
EMPLOYMENT RETENTION RATE 10/99 – 6/00 (9 months)	73.3	NUM: 236 DEN: 322		NUM: DEN:
EARNINGS CHANGE IN SIX MONTHS 10/99 – 6/00 (9 months)	1,989	NUM: 640,614 DEN: 322		NUM: DEN:
EMPLOYMENT & CREDENTIAL RATE 10/99 – 9/00 (12 months)	53.8	NUM: 234 DEN: 435		NUM: DEN:



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**Whatever happens to the people we train?**

Leza Smack wanted to share how grateful she is for the privilege and opportunity she was granted under the Job Training Partnership Act (JTPA) and asks that it be continued under the Workforce Investment Act (W.I.A.)



Norman Baillee, U.S. Department of Labor meets with Elizabeth "Leza" Smack, who first learned of employment training opportunities 3 years ago, when she unexpectedly became an unemployed, single mother. Although she had a high school diploma, she lacked confidence in her ability to make a family sustaining wage in rural Sussex County. Leza had previously worked in a poultry plant and had no desire to return to that industry.

Although she was skeptical, Leza timidly approached the Delaware Department of Labor's "One-Stop Career Center" to learn about the possibility of free training under JTPA. She had been inspired by a Sussex Tech's Adult Education Division advertisement. There appeared to an opportunity for Leza to enroll in a Retail Training Program and the Rehoboth Outlets were close to her home.

Leza enjoys telling the story of her first night of class when she was required to set a goal. Having come this far on her unbelievable journey, she decided to reach for the stars and set her goal to work in the corporate office of a major retail organization.

Even before completing the course, she was working in a ladies retail outlet. Her reputation for hard work and friendly attitude was quickly spreading throughout the industry. Her formal training program included preparation for the recruitment that would soon follow. She was approached by another nationally recognized retailer to move to their store as a floor manager and subsequently to assistant manager. Then, it happened again! She was recruited by a major retail chain that offered a store manager position. Leza now has her own store and proudly states, "I'm making more than most state employees who felt sorry for me when I was unemployed and coming to them for help!" The Retail Industry has provided Leza with a family sustaining wage, good benefits, travel opportunities and a tremendous source of pride. She is hopeful that Retail Training will be offered to others who find themselves in need.

Leza has mentored many students who followed in her footsteps and looks forward to continuing to help others. Leza enthusiastically shared success stories of her fellow classmates as well as her protégés. In just 3 years, Leza is only two steps away from her original goal. Please join us in wishing Leza continued success. We'll let you know when she moves into corporate headquarters!



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Harold Stafford, Secretary of Labor  
 Chair of Public Relations and Community Outreach Committee  
 Taping Public Service Announcements to inform and invite Delaware Citizens to the One Stop Career Centers of Delaware's Workforce Investment Board, Production and Distribution donated by Delmarva Broadcasting Company and Mr. J. Pete Booker



Delaware Department of Labor, Division of Employment & Training created and maintains our virtual career network. In addition to being an outstanding case management tool, it is the State's electronic job bank and resume talent bank, and a research tool for links to career and labor market information. We welcome you to use it: [www.vcnet.net](http://www.vcnet.net)

Our One-Stop Career Centers, located at each of the four Division of Employment and Training sites throughout the state, have been equipped to ensure Accessibility! We continue to work toward "Continuous Improvement" and have recently updated our TDDY equipment.



Delaware Department of Labor, Office of Occupational & Labor Market Information has created and maintained a nationally recognized Consumer Report System, as well as Delawareworks Wizard, a mapping tool to guide our customers to child care facilities, transportation alternatives, housing units, public and private schools.



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Table E DISLOCATED WORKER PROGRAM RESULTS AT A GLANCE	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
ENTERED EMPLOYMENT RATE 10/99 – 9/00 (12 mos.)	71.0	60.4	Numerator: 125 Denominator: 207
EMPLOYMENT RETENTION RATE 10/99 – 6/00 (9 mos.)	83.0	76.0	Numerator: 79 Denominator: 104
EARNINGS CHANGE IN SIX MONTHS 10/99 – 6/00 (9 mos.)	92.0	91.9	Numerator: 978,298 Denominator: 1,065,015
CREDENTIAL RATE 10/99 – 9/00 (12 mos.)	60.0	81.7	Numerator: 98 Denominator: 120

Table F: Outcomes for Dislocated Worker Special Populations								
REPORTED INFORMATION	VETERANS		INDIVIDUALS WITH DISABILITIES		OLDER INDIVIDUALS		DISPLACED HOMEMAKERS	
ENTERED	70.0	NUM: 7 DEN: 10	25.0	NUM: 2 DEN: 8	58.82	NUM: 10 DEN: 17	58.33	NUM: 7 DEN: 12
EMPLOYMENT	85.71	NUM:6 DEN:7	50.0	NUM: 1 DEN: 2	70.0	NUM:7 DEN:10	57.14	NUM:4 DEN:7
EARNINGS CHANGE IN SIX MONTHS	84.41	NUM:90592 DEN:107326	289.78	NUM: 13040 DEN: 4500	75.61	NUM: 72341 DEN: 95675	222.06	NUM: 35176 DEN: 15841
CREDENTIAL RATE	60.9	NUM: 6 DEN: 10	25.0	NUM: 2 DEN: 8	41.18	NUM: 7 DEN: 17	25.0	NUM: 3 DEN: 12

Table G: Other Outcome Information for the Dislocated Worker Program

REPORTED INFORMATION	Individuals Who Received Training Services		Individuals Who Received Only Core & Intensive Services	
ENTERED EMPLOYMENT RATE 10/99 – 9/00 (12 months)	60.4	NUM: 125 DEN: 207	CORE & INTENSIVE SERVICES ARE PROVIDED BY WAGNER-PEYSER AND STATE FUNDS PER ONE-STOP PARTNER M.O.U. THESE SERVICES OCCUR PRIOR TO REGISTRATION; THEREFORE, THE INDIVIDUALS ARE NOT IDENTIFIED.	NUM: DEN:
EMPLOYMENT RETENTION RATE 10/99 – 6/00 (9 months)	76.0	NUM: 79 DEN: 104		NUM: DEN:
EARNINGS CHANGE IN SIX MONTHS 10/99 – 6/00 (9 months)	91.9	NUM: 978,298 DEN: 1,065,015		NUM: DEN:
EMPLOYMENT & CREDENTIAL RATE 10/99 – 9/00 (12 months)	81.7	NUM: 98 DEN: 120		NUM: DEN:



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**John McMahon**  
Delaware Contractors Association

"Ensuring opportunities for young people is critical to the stability of our society and economy. Every child deserves the privilege of exploring their options and making positive choices that will help them grow into productive citizens. Without guidance and informed choice, we risk losing some of the talent and genius that could produce the next medical breakthrough, or build the next national landmark."



Lt. Governor John Carney, Immediate Past Chairman Fred Sears, and Secretary of Labor Harold Stafford enjoy hearing from the young men who shared their stories and explained the benefit of the Landscaping and Horticulture program.

DE W.I.B. and Youth Council voted to fund a \$21,000 6 week Landscaping & Horticulture Employment Training Program this summer at Mowld's Cottage, a step-down facility for Youth Offenders for PY00. CEP, Inc. was contracted to do the training. At graduation, one young man spoke of learning how to start his own business with minimal capital investment. Another reported that he learned that he didn't like physical labor, especially in the heat and that he needed to finish his education if he wanted to avoid such physical labor. He also commented on his appreciation to his fellow students who worked on his team because he knew he could not have succeeded without them!

On July 12, 2001, Delaware's Youth project at Mowld's Cottage was featured in National Governor's Association's **Front and Center**, a weekly publication as a result of their Press Release: [http://www.nga.org/center/1,1188,C\\_PAST\\_FRONT\\_CENTER.00.html](http://www.nga.org/center/1,1188,C_PAST_FRONT_CENTER.00.html)

On Saturday, Sept. 15, the Mowld's youth won first prize in the "community youth garden" category of Wilmington's City Garden Contest, sponsored by the Delaware Center for Horticulture, which recognizes contestants whose gardens make Wilmington a beautiful city. This was a tremendous example of a group who maximized a funding opportunity.



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Table H OLDER YOUTH RESULTS AT A GLANCE	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
ENTERED EMPLOYMENT RATE 10/99 – 9/00 (12 mos.)	59.0	83.1	Numerator: 59 Denominator: 71
EMPLOYMENT RETENTION RATE 10/99 – 6/00 (9 mos.)	71.0	72.4	Numerator: 55 Denominator: 76
EARNINGS CHANGE IN SIX MONTHS 10/99 – 6/00 (9 mos.)	\$3,150	\$2,777	Numerator: 211,048 Denominator: 76
CREDENTIAL RATE 10/99 – 9/00 (12 mos.)	50.0	27.2	Numerator: 22 Denominator: 81

Table I: Outcomes for Older Youth Special Populations	Complete 12 month data is not yet available. Data is still being compiled from JTPA records for 10/99-6/00 and from the W.I.A. contracted youth providers for 7/00-9/00.						
REPORTED INFORMATION	PUBLIC ASSISTANCE		VETERANS		INDIVIDUALS WITH DISABILITIES		OUT OF SCHOOL YOUTH
ENTERED EMPLOYMENT RATE		NUM:		NUM:		NUM:	NUM:
		DEN:		DEN:		DEN:	DEN:
EMPLOYMENT RETENTION RATE		NUM:		NUM:		NUM:	NUM:
		DEN:		DEN:		DEN:	DEN:
EARNINGS CHANGE IN SIX MONTHS		NUM:		NUM:		NUM:	NUM:
		DEN:		DEN:		DEN:	DEN:
CREDENTIAL RATE		NUM:		NUM:		NUM:	NUM:
		DEN:		DEN:		DEN:	DEN:

Table J YOUNGER YOUTH RESULTS AT A GLANCE	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
SKILL ATTAINMENT RATE 7/00-6/01 (12 mos.)	72.0	86.1	Numerator: 899 Denominator: 1,043
DIPLOMA OR EQUIVALENT ATTAINMENT RATE 7/00 – 6/01 (12 mos.)	55.0	56.1	Numerator: 23 Denominator: 41
RETENTION RATE 10/99 – 6/00 (12 mos.) *	54.0	62.4	Numerator: 68 Denominator: 109

\* **Data element** was created from 9 months of actual data and 3 months of projected data (an average of previous three quarters) and used throughout the Annual Report Tables A-O. 4<sup>th</sup> quarter data will be available and submitted by January 14, 2002. Improvements on the data management system will enable this information to be reported in the future.



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In our continuous effort to celebrate the success of the people who are served with funding from the federal Workforce Investment Act, as well as Delaware's "Blue Collar Tax" Fund, please join us in congratulating Mr. John Blue of Wilmington. John is a 17 year-old native of Wilmington, Delaware who entered the FamQuest, Inc. year round youth program exhibiting low self-esteem. H.Y.P.E. (Helping Youth Pursue Excellence) is a program FamQuest has designed not only to assist students in finding employment, but to provide them with the leadership and soft skills necessary to be successful in the work place, socially and academically.

During the summer employment component of the program, John received the Volunteer of the Month Award from AIDS, Delaware, his summer employer. Also, FamQuest presented John with the Outstanding Work Site Performance, Perfect Attendance and Outstanding Leadership Award. John has been selected to serve on FamQuest, Inc.'s Youth Advisory Board where he plans student activities, contacts other participants, and creates a bi-monthly newsletter.

John Blue writes, "Before I was in FamQuest I was a talkative, but shy person. I seemed kind of like a big and joyful guy in school. People didn't know that behind the laughter was a shy, scared person. When I came here I learned to express myself. Now I know I'm going to achieve my goals."



Delaware Works is more than just a slogan... It's a commitment!



Alice Coleman has accepted the role of Chairperson for the Youth Council of Delaware's Workforce Investment Board, as of October 11, 2001.

The above photo was taken at the October 24-26<sup>th</sup> Youth Summit in Valley Forge, PA. Alice is seated in the center between Lewis Atkinson from Delaware Department of Education and Dolores Allen-McIntyre, Principal at Ferris School, located on the grounds of the New Castle County Detention Center.

The Youth Council will focus on the theme developed at the Youth Summit, facilitating sharing opportunities for people and organizations who serve youth in Delaware:

### SHARING RESOURCES TO GIVE KIDS MORE CHOICES



Dare to Dream that Delaware's Youth can REACH FOR THE STARS because we found common sense solutions... TOGETHER!



Delaware Works is more than just a slogan... It's a commitment!

### Youth Council Members

Alice Coleman, Chair

John McMahon, DE Contractors Association

Ernest Dianastasis, CAI

Sam Lathem, Daimler Chrysler Training Center

Rep. Vincent Lofink, State of Delaware

William McCloskey, DE Building & Construction Trades Council

Patricia Troy, Advanced Staffing

Rep. Dennis Williams, State of Delaware

Hon. Valerie Woodruff, Dept. of Education

Mark Romaninsky, Job Corps

Errol Shorter, Wilmington Housing Authority

Andrea Guest, Vocational Rehabilitation

Nancy Pearsall, Youth Rehabilitative Services

Mary Ball Morton, Dept. of Services for Children, Youth & their Families

Reese Parker, Sussex County Family Court Liaison

Tyrone Jones

Hazel Showell, Delaware State University

Mark Bunitsky

Rosalind Snyder



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**Table L**  
Other Reported Information:

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults & Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry Into Employment for those Individuals who entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received for those who completed training services	
	N/A	Num Den	N/A	Num Den		Num Den		Num Den		Num Den
Adults	N/A		N/A		2.67	Num 7 Den 262	2796.67	Num 732,728 Den 262	81.68	Num 214 Den 262
Dislocated	N/A		N/A		2.40	Num 3 Den 125	4987.83	Num 623,479 Den 125	62.4	Num 78 Den 125
Older Youth	N/A		N/A		0.0	Num 0 Den 51	2429.02	Num 123,880 Den 51		

**Table K: Outcomes for Younger Youth Special Populations:**

REPORTED INFORMATION	PUBLIC ASSISTANCE Recipients		INDIVIDUALS WITH DISABILITIES		OUT OF SCHOOL YOUTH	
SKILL ATTAINMENT RATE (ESTIMATED)	86.21	NUM: 200	86.21	NUM: 200	86.21	NUM: 500
		DEN: 232		DEN: 232		DEN: 580
DIPLOMA OR EQUIVALENT ATTAINMENT RATE	68.75	NUM: 11	93.33	NUM: 14	5.88	NUM: 1
		DEN: 16		DEN: 15		DEN: 17
RETENTION RATE	81.25	NUM: 13	62.5	NUM: 10	45.0	NUM: 18
		DEN: 16		DEN: 16		DEN: 40

Table M – Participation Levels	TOTAL PARTICIPANTS SERVED	TOTAL EXITERS
ADULTS	496	334
DISLOCATED WORKERS	192	167
OLDER YOUTH	209	8
YOUNGER YOUTH	1,043	72



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Delaware ETA #10005		Total Participants Served	Adults	496
Program Activity	Total Federal W.I.A. Spending		Dislocated Workers	192
		Adults	\$2,456,039	Total Exitters
Dislocated Workers	\$1,717,403	Younger Youth	1,043	
Youth	\$2,196,968	Adults	334	
Rapid Response	\$30,000	Dislocated Workers	167	
Statewide Required Activities	\$927,032		Older Youth	8
<b>TOTAL W.I.A. Funds</b>	<b>\$7,327,442</b>		Younger Youth	72
Wagner Peyser Funds	\$1,891,811		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction		Program Participants - 12 months	68.0%	81.36%
		Employers - 12 months	66.0	67.46
Entered Employment Rate <small>Employment data is unavailable for federal, military, non-profit and out-of-state employees</small>		Adults - 12 months	68.0	66.92
		Dislocated Workers - 12 months	71.0	61.27
		Older Youth - 12 months	59.0	80.60
Retention		Adults - 12 months	78.0	72.98
		Dislocated Workers - 12 months	83.0	77.60
		Older Youth - 12 months	71.0	72.37
		Younger Youth - 12 months	54.0	62.39
Earnings Change/Earnings Replacement in Six Months		Adults - 12 months	3,700.00	1,954.29
		Dislocated Workers - 12 months	92.0	95.17
		Older Youth - 12 months	3,150.00	2,776.95
Credential/Diploma Rate		Adults - 12 months	60.0	52.27
		Dislocated Workers -12 months	60.0	50.50
		Older Youth - 12 months	50.0	18.18
		Younger Youth - 12 months	55.0	62.86
Skill Attainment Rate		Younger Youth	72.0	86.19
Description of Other State Indicators of Performance		N/A		
Overall Status of Delaware's Performance		NOT MEASURED	NOT MET	MET
		0	9	8